



**UNIVERSITAS  
NEGERI YOGYAKARTA**  
*Leading in Character Education*



**SATISFACTION  
SURVEY  
REPORT**

**UNIVERSITAS NEGERI YOGYAKARTA**

**FACULTY OF  
ENGINEERING**

## SURVEY REPORT

The survey was conducted by FT UNY as an effort to improve the quality of FT UNY consistently and sustainably to provide stakeholders satisfaction (students, parents, the world of work, government, lecturers, support staff, and other interested parties). The survey results are expected to be the basis for developing a sustainable quality culture to realizing the FT UNY vision.

### A. Instruments and the Results of Lecturer Satisfaction on Management Services Survey

The survey instrument of lecturer satisfaction on management services consists of 17 questions divided into four aspects, including implementation of the five pillars of governance, study program leadership, functional and operational management systems, and quality assurance. The number of respondents was 82 FT lecturers.

Tabel 1. Instrument of lecturer satisfaction on management services

No	Instrument
A	Implementation of the five pillars of governance (credible, transparent, accountable, responsible, and fair)
1	The Credibility of UPPS
2	The Transparency of UPPS
3	The performance accountability of UPPS
4	The responsibility of UPPS for all policies made
5	The fairness of UPPS towards various things and opportunities for Lecturers/Educational Staff/Students
B	Study Program Leadership (operational leadership, organizational leadership, and public leadership)
6	The operational leadership of UPPS
7	The organizational leadership of UPPS
8	The public leadership of UPPS
C	Functional and operational management system (planning, organizing, staffing, leading, and controlling)
9	The planning program of UPPS
10	The organizing program of UPPS

11	The staffing program of UPPS
12	The leading program of UPPS
13	The controlling program of UPPS
D	Quality assurance
14	The existence of a Quality Assurance Unit in the Faculty
15	The existence of quality documents in the Faculty
16	Implementation of quality assurance in the Faculty
17	Continuous quality improvement in the Faculty

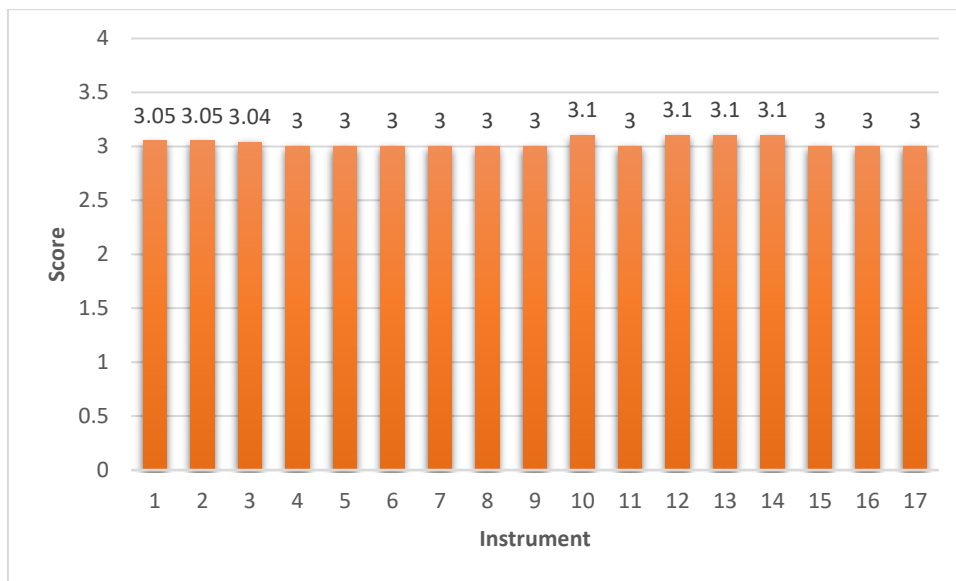


Fig 1. The results of lecturer satisfaction on management services survey

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction based on the following table:

Table 2. Respondent satisfaction category

No	Score in percent	Category
1	0 – 25%	Very dissatisfied
2	>25% - 50%	Less satisfied
3	>50% - 75%	Satisfied
4	>75% - 100%	Very satisfied

Table 3. The average of respondent data for each item of the instrument

Instrument Item	Maximum Score	Average score
1	4	3.5
2	4	3.4
3	4	3.5
4	4	3.5
5	4	3.5
6	4	3.5
7	4	3.5
8	4	3.4
9	4	3.4
10	4	3.4
11	4	3.5
12	4	3.5
13	4	3.4
14	4	3.5
15	4	3.3
16	4	3.3
17	4	3.4
Total	68	58.43
Percentage (%)	<b>85.93%</b>	

Based on table 3, the percentage value is 85.93%. This result shows that **the Faculty of Engineering Lecturer is very satisfied with the management service.**

### **B. Instruments and the Results of Lecturer Satisfaction on Human Resource Management Survey**

The survey instrument for lecturer satisfaction on human resource management consists of 15 questions divided into four aspects, including lecturer profile, lecturer performance, lecturer development, and education staff. The number of respondents was 86 FT lecturers.

Table 4. Lecturer satisfaction instrument on human resource management

No	Instrument
<b>A</b>	<b>Lecturer Profile</b>

No	Instrument
1	The adequacy of lecturers who teach courses in study programs
2	Availability of permanent lecturers with doctoral education in study programs
3	Availability of permanent lecturers of study programs who have professional/competency/industry certificates
4	Availability of permanent lecturers of study programs with the academic position of Head Lector or Professor
5	The ratio of the number of study program students to the number of permanent lecturers
6	Teaching load (Full Teaching Time Equivalence/EWMP) lecturer of a study program
7	Involvement of non-permanent lecturers (DTT) in the learning process
<b>B</b>	<b>Lecturer Performance</b>
8	Recognition/recognition of the expertise/achievement/performance of permanent lecturers in the study program
9	Research by permanent lecturers of study program
10	Community service by permanent lecturers of study program
11	Scientific publications/performances/exhibitions/presentations produced by permanent lecturers of study programs
12	Scientific works of permanent lecturers of study programs that are cited
<b>C</b>	<b>Lecturer Development</b>
13	Suitability of the planning and the development of faculty lecturers with Strategic Plan
<b>D</b>	<b>Education Staff</b>
14	Adequacy of education staff based on the type of work (administration, laboratory assistant, technician, etc.) to serve the academic community
15	Qualifications of education personnel based on the type of work (administration, laboratory assistant, technician, etc.) to serve the academic community

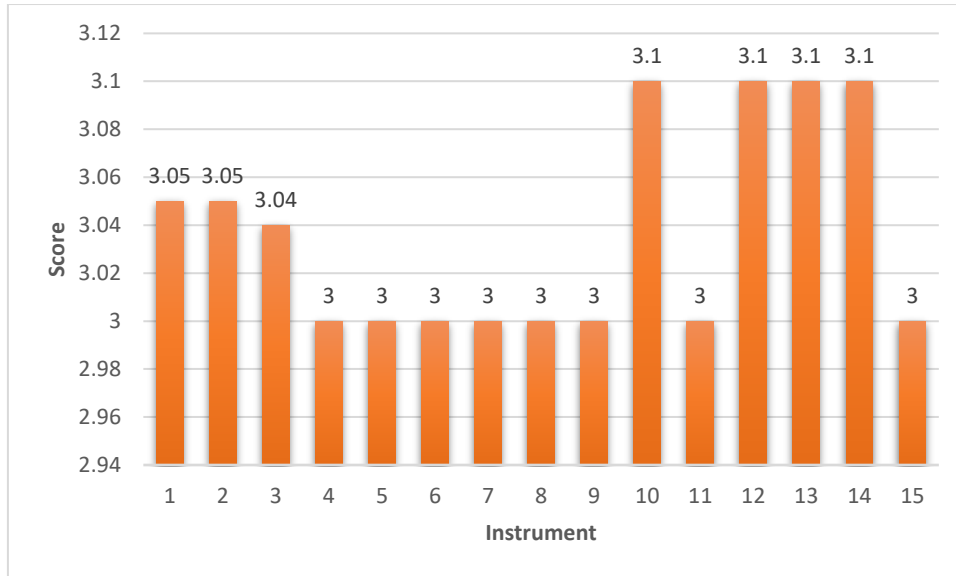


Fig 2. The survey results of the lecturer satisfaction on human resources management

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction.

Table 5. The average of respondent data for each item of the instrument

Instrument Items	Maximum Score	Average score
1	4	3.6
2	4	3.2
3	4	3.4
4	4	3
5	4	3.6
6	4	3.6
7	4	3.3
8	4	3.6
9	4	3.7
10	4	3.7
11	4	3.4
12	4	3.2
13	4	3.4
14	4	3.4
15	4	3.4

Total	60	51.5
Percentage (%)	<b>85.83%</b>	

Based on table 5, the percentage value is 85,83%. This result shows that **the Faculty of Engineering lecturer is very satisfied with the human resources management**

### C. Instruments and the Results of Lecturer Satisfaction on Education Process Survey

The survey instrument for lecturer satisfaction with the educational process consists of 10 questions divided into three aspects, including curriculum, learning process, and academic atmosphere. The number of respondents was 81 FT lecturers.

Table 6. Lecturer satisfaction instrument on the education process

No	Instrument
<b>A</b>	<b>Curriculum</b>
1	Stakeholder involvement in curriculum update and evaluation
2	Suitability of learning achievement with graduate profile and KKNI/SKKNI level
3	The accuracy of the curriculum structure in the formation of learning outcomes
<b>B</b>	<b>Learning Process</b>
4	Approach/learning method
5	The implementation of the learning process monitoring and evaluation
6	Assessment of the student learning processes and the outcomes by the lecturers
<b>C</b>	<b>Academic Atmosphere</b>
7	Academic activities outside of learning activities
8	Seminars/other scientific activities organized by faculties/departments on a monthly basis
9	Seminars/other scientific activities organized by faculties/departments regularly every six months
10	Social work

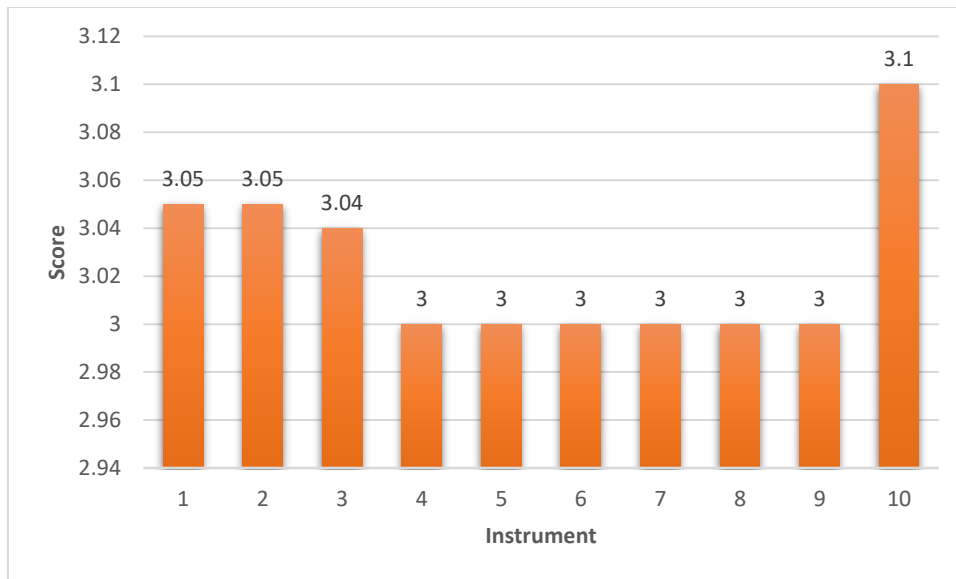


Fig 3. The results of the lecturer satisfaction with the education process survey

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction.

Tabel 7. The average of respondent data for each item of the instrument

Instrument Items	Maximum Score	Average score
1	4	3
2	4	3
3	4	3
4	4	4
5	4	4
6	4	4
7	4	3
8	4	3
9	4	3
10	4	3.3
Total	40	33.3
Percentage (%)	83.25%	

Based on table 7, the percentage value is 83,25%. This result shows that **the Faculty of Engineering lecturer is very satisfied with the education process**



#### D. Instruments and the Results of Student Satisfaction on Student Affair Services Survey

The survey instrument for student satisfaction on the student affair services consists of 8 questions divided into two aspects, including the quality of student input and student affair services. The number of respondents was 671 FT students.

Table 8. Student satisfaction instrument on the student affair services

No	Instrument
<b>A</b>	<b>The Quality of Student Input</b>
1	Entrance selection system for new study program students
<b>B</b>	<b>Student Affair Services</b>
2	Reasoning field services
3	Interest and talent services
4	Career guidance services (preparation for employment and distribution of graduates to the workplace)
5	Entrepreneurship guidance service
6	Guidance and counseling services
7	Scholarship services
8	Health services

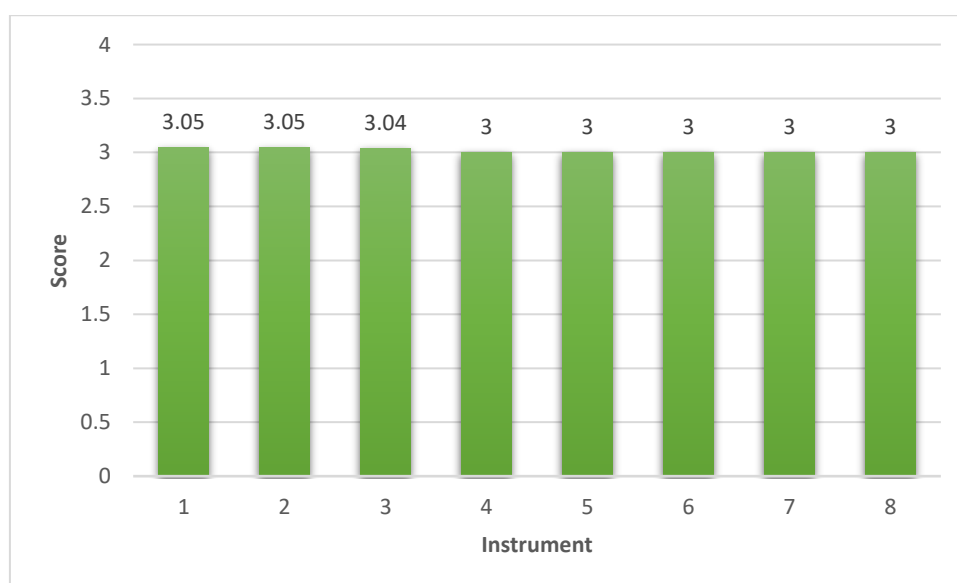


Fig 4. The results of the student satisfaction on student affair services survey

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction.

Tabel 9. The average of respondent data for each item of the instrument

Instrument Items	Maximum Score	Average score
1	4	3.13
2	4	2.94
3	4	3
4	4	2.73
5	4	2.78
6	4	2.74
7	4	2.9
8	4	2.79
Total	32	23.01
Percentage (%)	71.91 %	

Based on table 9, the percentage value is 83,25%. This result shows that **the Faculty of Engineering Student is satisfied with the student affairs services.**

#### **E. Instruments and the Results of Student Satisfaction on Financial Management, Facilities, and Infrastructure Survey**

The survey instrument for student satisfaction on financial management, facilities, and infrastructure consists of 6 questions. The number of respondents was 693 FT students.

Table 10. Student satisfaction instrument on the financial management, facilities, and infrastructure

No	Instrument
1	Adequacy of learning facilities in general (for example, collection of library materials, LCD, Whiteboard, Lab tools, etc.)
2	Adequacy of information and communication technology facilities
3	Accessibility of learning facilities in general

4	Accessibility of information and communication technology facilities
5	Accessibility of infrastructure for learning (e.g., library, classroom, Lab room, worship room, etc.)
6	Quality of infrastructure

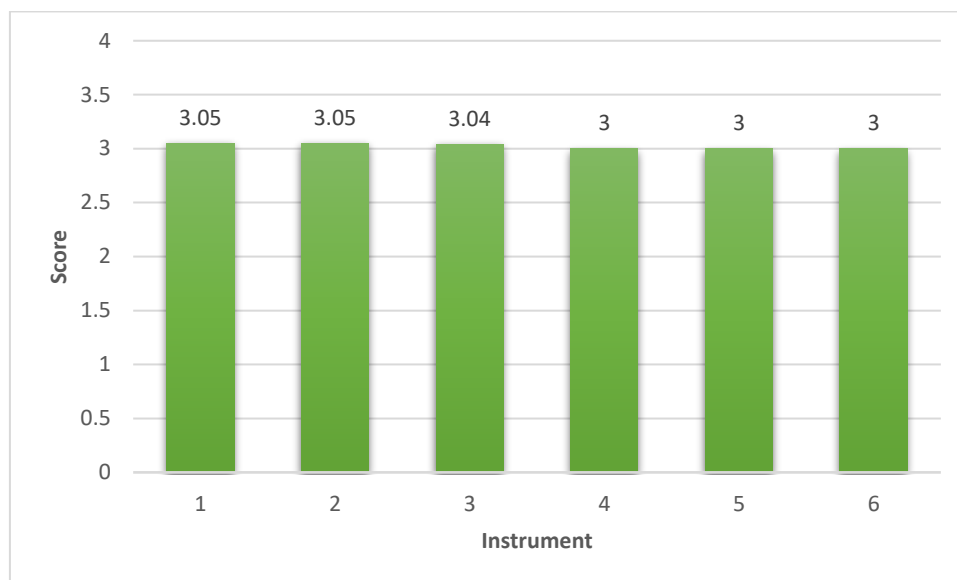


Fig 5. The results of the student satisfaction on the financial management, facilities, and infrastructure survey

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction.

Tabel 11. The average of respondent data for each item of the instrument

Instrument Items	Maximum Score	Average score
1	4	3.04
2	4	3.12
3	4	3.1
4	4	3.19
5	4	3.17
6	4	3.05
Total	24	18.67
Percentage (%)	<b>77.79 %</b>	

Based on table 11, the percentage value is 77,79%. This result shows that **the Faculty of Engineering student is very satisfied with the financial management, facilities, and infrastructure**

**F. Instruments and the Results of Student Satisfaction on Education Process Survey**

The survey instrument for student satisfaction with the educational process consists of 19 questions divided into two aspects: the learning and academic atmospheres. The number of respondents was 630 FT students.

Table 12. Student satisfaction instrument on the education process

No	Instrument
<b>A</b>	<b>Learning Process</b>
1	Approach/learning method
2	The implementation of the learning process monitoring and evaluation
3	Assessment of the student learning processes and the outcomes by the lecturers
<b>B</b>	<b>Academic Atmosphere</b>
4	Academic activities outside of learning activities
5	Seminars/other scientific activities organized by faculties/departments monthly
6	Seminars/other scientific activities organized by faculties/departments regularly every six months
7	Social work
8	The lecturer's ability in providing services to students
9	The education staff ability in providing services to students
10	The faculty/study program ability in providing services to students
11	The willingness of the lecturers to help students quickly
12	The willingness of the education staff to help students quickly
13	The willingness of the manager of the faculty/study program to help students quickly

14	The ability of lecturers to convince students that the services provided are following the provisions
15	The ability of education staff to convince students that the services provided are following the provisions
16	The ability of faculty managers/study program to convince students that the services provided are following the provisions
17	The concern of lecturers to pay attention to students
18	Concern for education staff to pay attention to students
19	Management concerns to pay attention to students

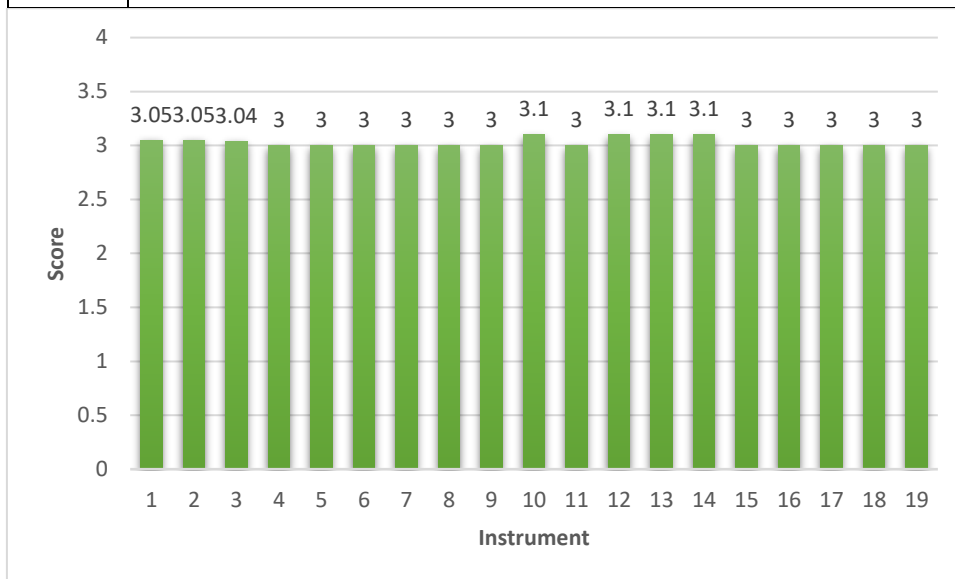


Fig 6. The results of the student satisfaction on the education process survey

The data were analyzed using the rating scale method. This scale is used to determine the category of respondent satisfaction.

Tabel 13. The average of respondent data for each item of the instrument

Instrument Items	Maximum Score	Average score
1	4	3.05
2	4	3.05
3	4	3.04
4	4	3
5	4	3
6	4	3

7	4	3
8	4	3
9	4	3
10	4	3.1
11	4	3
12	4	3.1
13	4	3.1
14	4	3.1
15	4	3
16	4	3
17	4	3
18	4	3
19	4	3
Total	76	57.54
Percentage (%)	<b>75.71 %</b>	

Based on table 13, the percentage value is 75,71%. This result shows that **the Faculty of Engineering student is very satisfied with the education process.**

#### **G. Instruments and Results of the Academic Community Satisfaction on UPPS Performance in Realizing UNY's Vision Survey**

The instrument for the academic community satisfaction on the performance of UPPS in realizing UNY's vision consists of 7 item questions. The number of respondents is 720 academicians.

Table 14. Instrument of the academic community satisfaction on UPPS performance in realizing UNY's vision

No	Instrument
1	Facilitation (activities, finances, policies) Study Program Management Unit (UPPS) to realize the vision towards a World Class Educational University
2	UPPS facilitation that supports the vision of "Ketakwaan"
3	UPPS facilitation that supports the vision of "Mandiri"
4	UPPS facilitation that supports the vision of "Cendekia"

5	UPPS facilitation that supports the vision of "Unggul"
6	UPPS facilitation that supports the vision of "Kreatif"
7	UPPS facilitation that supports the vision of "Inovatif"

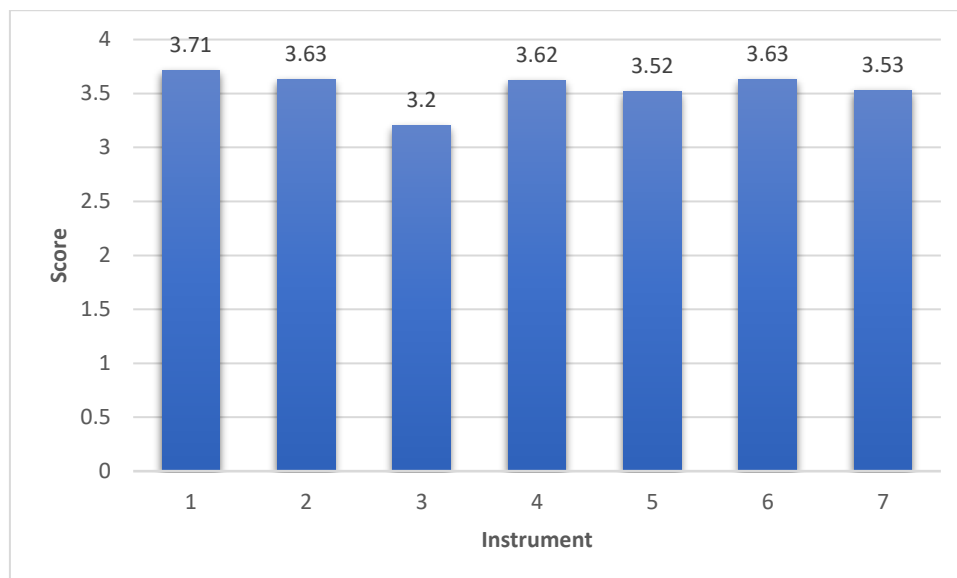


Fig. 7 The results of the academic community satisfaction on the performance of UPPS in realizing UNY's vision survey

The response satisfaction is measured using the rating scale method based on data in Fig 7. The result of the measurement is shown in Table 15.

Table 15. The average data of response based on instrument item of community satisfaction on the performance of UPPS in realizing UNY's vision

Instrument items	Maximal Score	Average Score
1	4	3.02
2	4	3.07
3	4	3.08
4	4	3.08
5	4	3.07
6	4	3.08
7	4	3.09
Total	28	21.49
Percentage (%)	<b>76.75 %</b>	

The percentage of 76.75% indicates that the Faculty of Engineering academic community is **very satisfied** with the performance of UPPS in realizing UNY's vision.

#### **H. Instruments and Results of the Academic Community Satisfaction on Finance Management, Facilities, and Infrastructure Survey**

The academic community satisfaction instrument on finance management, facilities, and infrastructure consists of 15 questions from 3 aspects. The items of the instrument survey can be shown in Table 16.

Table 16. Instrument of the academic community satisfaction on finance management, facilities, and infrastructure

<b>No</b>	<b>Instrument</b>
<b>A</b>	<b>Finance</b>
1	Allocation and use of funds for educational, operational costs
2	Use of funds for research activities of permanent lecturers
3	Use of funds for community service activities of permanent lecturers
4	Use of funds for investment (HR, facilities, and infrastructure)
<b>B</b>	<b>Facilities</b>
5	Availability, ownership, up-to-date, and ready-to-use facilities, and equipment for research activities
6	Availability, ownership, up-to-date, and ready-to-use facilities, and equipment for community service
<b>C</b>	<b>Adequacy and Accessibility of Infrastructure</b>
7	Ease of utilizing infrastructure for research
8	Ease of utilizing infrastructure for community service
9	Availability and ease of access to infrastructure for people with special needs (disabled)
10	Adequacy of learning facilities in general (for example, library materials, LCD, Whiteboard, Lab tools, etc.)
11	Adequacy of information and communication technology facilities
12	Accessibility (Easy to use) learning facilities in general (for example, collection of library materials, LCD, Whiteboard, Lab tools, etc.)



13	Accessibility (Easy to use) information and communication technology facilities
14	Accessibility (Easy to use) infrastructure for learning (example: libraries, classrooms, Lab rooms, worship rooms, etc.)
15	Quality of infrastructure

This survey involves 23 academic society respondents from the Faculty of Engineering. And the answer of respondents is visualized in Fig. 8.

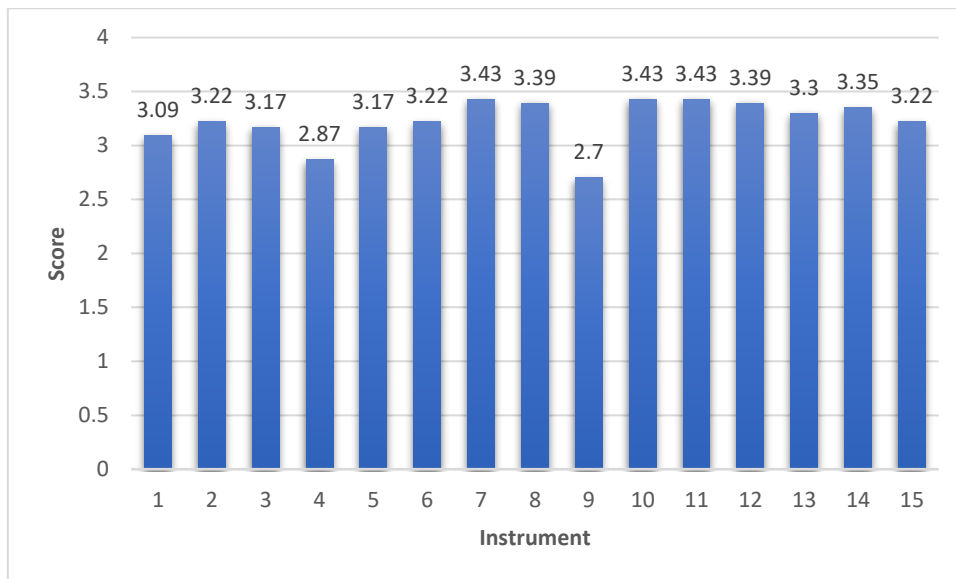


Fig. 8 The results of the academic community satisfaction on finance management, facilities, and infrastructure survey

The respondents' satisfaction is measured using the rating scale method based on data in Fig. 8. The result of the measurement is shown in Table 17.

Table 17. The average data of respondents based on instrument items of the academic community satisfaction on finance management, facilities, and infrastructure

Instrument items	Maximal Score	Average Score
1	4	3.09
2	4	3.22
3	4	3.17
4	4	2.87

5	4	3.17
6	4	3.22
7	4	3.43
8	4	3.39
9	4	2.7
10	4	3.43
11	4	3.43
12	4	3.39
13	4	3.3
14	4	3.35
15	4	3.22
Total	60	48.38
Percentage (%)	<b>80.63 %</b>	

The percentage of 80.63 indicates that the Academic Community is **very satisfied** with the finance management, facilities, and infrastructure.

### **I. Instruments and Results of the Education Staff Satisfaction on Human Resource Management Survey**

The instrument of the education staff satisfaction on human resource management consists of 2 question items. The items of the instrument survey can be shown in Table 18.

Table 18. Instrument of the education staff satisfaction on human resource management

No	Instrument
1	Adequacy of education staff based on the type of work (administration, laboratory assistant, technician, etc.) to serve the academic community
2	Qualifications of education personnel based on the type of work (administration, laboratory assistant, technician, etc.) to serve the academic community

This survey involves five education staff response from the Faculty of Engineering. Moreover, the answer of response is visualized in Fig. 9.

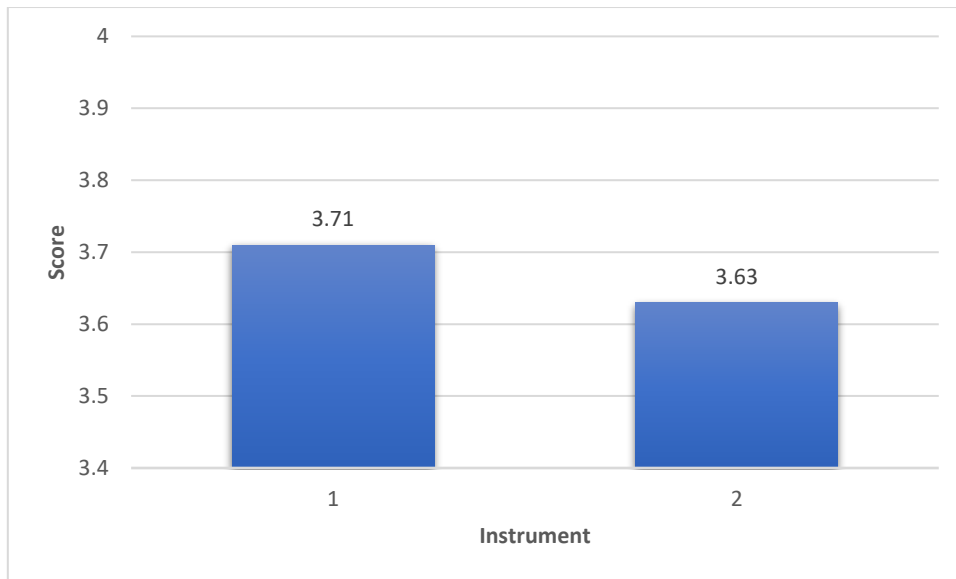


Fig. 9 The results of the education staff satisfaction on human resource management survey

The response satisfaction is measured using the rating scale method based on data in Fig. 9. The result of the measurement is shown in Table 19.

Table 19. The average data of response based on instrument item of the education staff satisfaction on human resource management

Instrument items	Maximal Score	Average Score
1	4	2.8
2	4	3.2
Total	8	6
Percentage (%)	75 %	

The percentage of 70% indicates that the Faculty of Engineering education staff is **satisfied** with the human resource management.

## J. Instruments and Results of User and Partner Satisfaction on Management Services Survey

The instrument of the user and partner satisfaction on management services consists of 11 question items. The items of the instrument survey can be shown in Table 20.

Table 20. The instrument of the user and partner satisfaction survey on management services

No	Instrument
1	Quality of collaboration carried out by faculties / Postgraduate Programs
2	Benefits of collaboration carried out by faculties / Postgraduate Programs
3	Sustainability of collaboration carried out by faculties / Postgraduate Programs

This survey involves 55 user partner respondents. And the answer of response is visualized in Fig. 10.

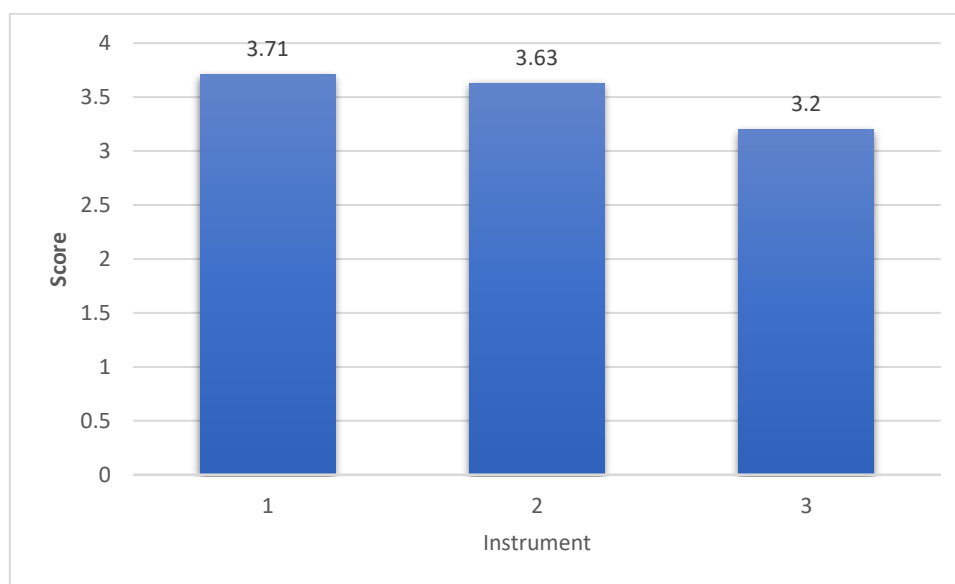


Fig. 10 The results of the user and partner satisfaction on management services survey

The response satisfaction is measured using the rating scale method based on data in Fig. 10. The result of the measurement is shown in Table 21.

Table 21. The average data of response based on instrument item of the user and partner satisfaction on management services

Instrument items	Maximal Score	Average Score
1	4	3.22
2	4	3.2
3	4	3.2
Total	12	9.62

Percentage (%)	80.17 %
----------------	---------

The percentage of 80.17% indicates that the user and partner are **very satisfied** with the management services of the Faculty of Engineering UNY.

### K. Instruments and Results of Graduates User Satisfaction Survey

The instrument of the graduate user satisfaction consists of 7 question items. The items of the instrument survey can be shown in Table 22.

Table 22. The instrument of the graduate user satisfaction

No	Instrument
1	Integrity (ethics and morals)
2	Expertise in the field of science (professionalism)
3	Foreign language skills
4	Use of Information Technology
5	Communication Skill
6	Team Collaboration
7	Self-Improvement Skill

This survey involves 156 user partner respondents. Moreover, the answer of response is visualized in Fig. 11.

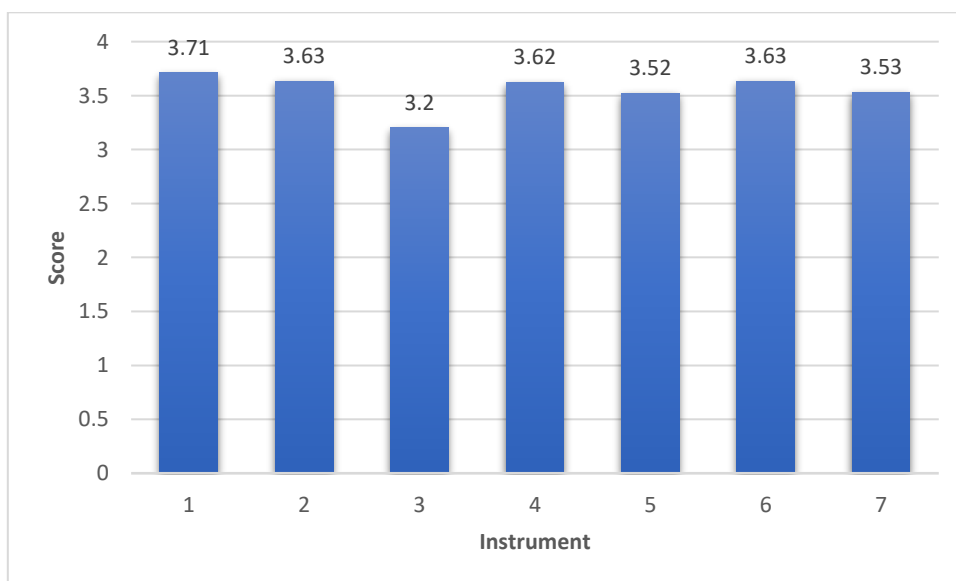


Fig. 11 The results of the graduate user satisfaction survey

The response satisfaction is measured using the rating scale method based on data in Fig. 11. The result of the measurement is shown in Table 23.

Table 23. The average data of response based on instrument item of the graduate user satisfaction

Instrument items	Maximal Score	Average Score
1	4	3.71
2	4	3.63
3	4	3.2
4	4	3.62
5	4	3.52
6	4	3.63
7	4	3.53
Total	28	24.84
Percentage (%)	<b>88.71%</b>	

The percentage of 88.71% indicates that the external user is **very satisfied** with the UNY graduates.

#### L. Instrument and Results of The Partner Satisfaction in Research Implementation Process Survey

The instrument of the partner satisfaction in the research implementation process consists of 2 question items. The items of the instrument survey can be shown in Table 24.

Table 24. The instrument of the partner satisfaction in the research implementation process

No	Instrument
1	Benefits of lecturer research for partners
2	Sustainability of lecturers' research according to partners

This survey involves 10 user partner respondents. Moreover, the answer of response is visualized in Fig. 12.

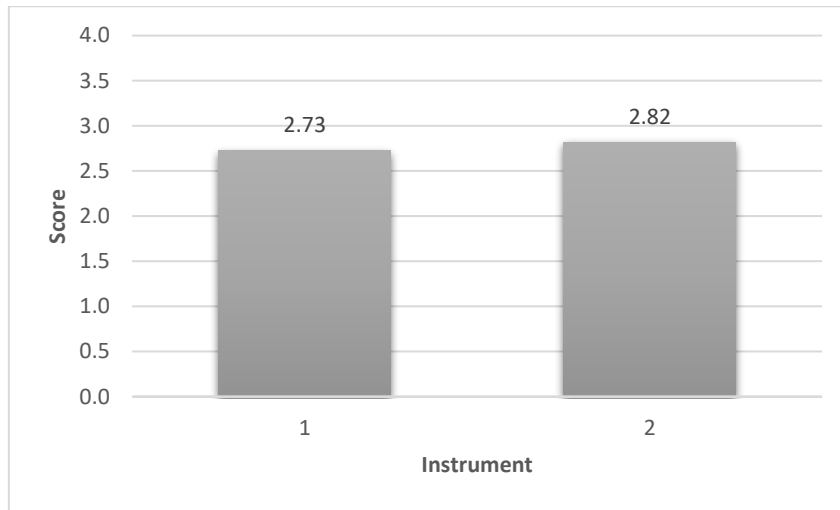


Fig. 12 The results of partner satisfaction in the research implementation process survey

The response satisfaction is measured using the rating scale method based on data in Fig. 12. The result of the measurement is shown in Table 25.

Table 25. The average data of response based on instrument item of the partner satisfaction in the research implementation process

Instrument items	Maximal Score	Average Score
1	4	2.73
2	4	2.82
Total	8	5.55
Percentage (%)	<b>69.32%</b>	

The percentage of 69.32% indicates that the partner is **satisfied** with the research implementation process.

#### **M. Instrument and Result of The Partner Satisfaction in Community Service Implementation Process Survey**

The instrument of the partner satisfaction in the community service implementation process consists of 2 question items. The items of the instrument survey can be shown in Table 26.

Table 26. The instrument of the partner satisfaction in the community service implementation process

No	Instrument
1	Benefits of lecturer research for partners
2	Sustainability of community service by lecturers according to partners

This survey involves 12 user partner respondents. Moreover, the answer of response is visualized in Fig. 13.

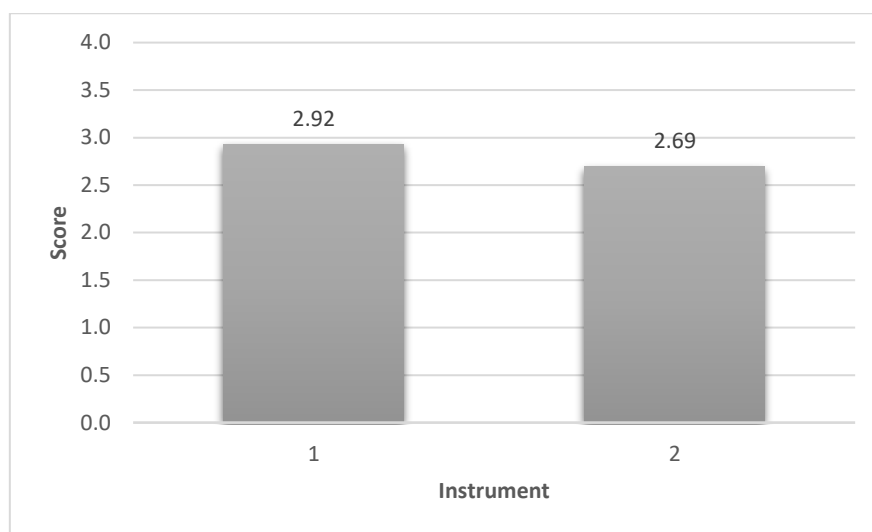


Fig. 13 The results of partner satisfaction in the community service process survey

The response satisfaction is measured using the rating scale method based on data in Fig. 13. The result of the measurement is shown in Table 27.

Table 27. The average data of response based on instrument item of the partner satisfaction in the community service implementation process

Instrument items	Maximal Score	Average Score
1	4	2.92
2	4	2.69
Total	8	5.62
Percentage (%)	<b>70.19%</b>	



The percentage of 70.19% indicates that the partner is **satisfied** with the community service implementation process.

### N. Instruments and Results of The Student Satisfaction on Student Services Survey

The instrument of the student satisfaction on student services consists of 8 question items. The items of the instrument survey can be shown in Table 28.

Table 28. The instrument of the student satisfaction on student services

No	Instrument
<b>A</b>	<b>Student Input Quality</b>
1	Entrance selection system for new study program students
<b>B</b>	<b>Student Services</b>
2	Reasoning field services
3	Service areas of interest and talent
4	Career guidance services (preparation for employment and recruitment of graduates to the workplace)
5	Entrepreneurship guidance services
6	Guidance and counselling services
7	Scholarship Services
8	Healthy Services

This survey involves 956 user partner respondents. Moreover, the answer of response is visualized in Fig. 14.

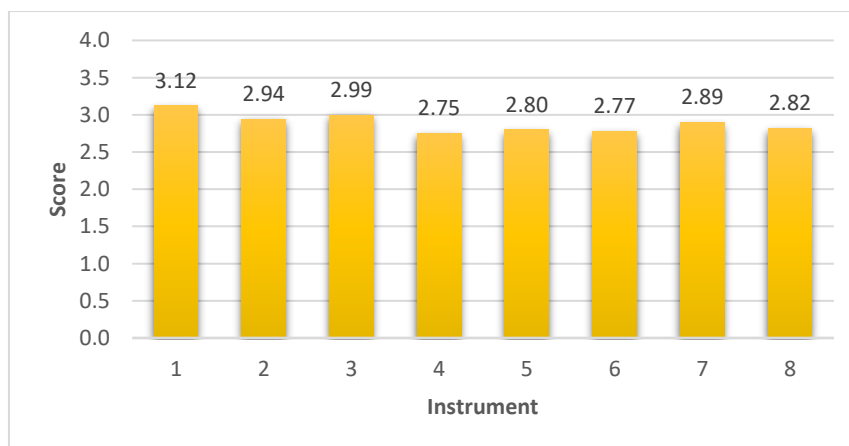


Fig. 14 The results of the student satisfaction on student services survey

The response satisfaction is measured using the rating scale method based on data in Fig. 14. The result of the measurement is shown in Table 29.

Table 29. The average data of response based on instrument item of the the student satisfaction on student services

Instrument items	Maximal Score	Average Score
1	4	3.12
2	4	2.94
3	4	2.99
4	4	2.75
5	4	2.80
6	4	2.77
7	4	2.89
8	4	2.82
Total	32	23.08
Percentage (%)	<b>72.14 %</b>	

The percentage of 72.14% indicates that the partner is **satisfied** with the student services by the Faculty of Engineering maintain.

### **O. Instruments and Results of The Student Satisfaction on Finance Management, Facilities, and Infrastructure Survey**

The instrument of the student satisfaction on finance management, facilities, and infrastructure consists of 6 question items. The items of the instrument survey can be shown in Table 30.

Table 30. The instrument of the student satisfaction on finance management, facilities, and infrastructure

No	Instrument
1	Adequacy of learning facilities in general (for example, library materials, LCD, Whiteboard, Lab tools, etc.)
2	Adequacy of information and communication technology facilities
3	Accessibility (Easy to use) learning facilities in general (for example, collection of library materials, LCD, Whiteboard, Lab tools, etc.)

4	Accessibility (Easy to use) information and communication technology facilities
5	Accessibility (Easy to use) infrastructure for learning (e.g., libraries, classrooms, Lab rooms, worship rooms, etc.)
6	Quality of infrastructure

This survey involves 967 user partner respondents. Moreover, the answer of response is visualized in Fig. 15.

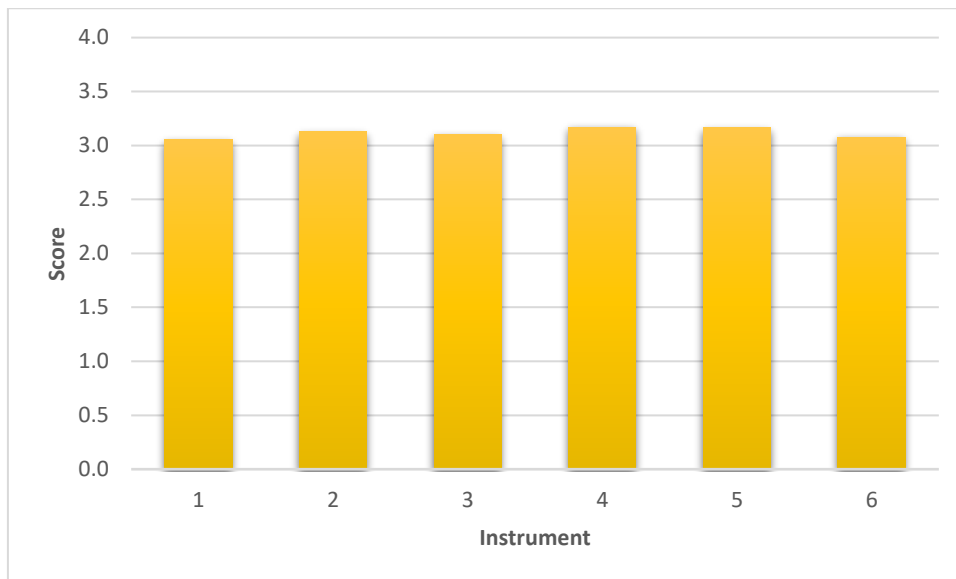


Fig. 15 The results of the student satisfaction on finance management, facilities, and infrastructure survey

The response satisfaction is measured using the rating scale method based on data in Fig. 15. The result of the measurement is shown in Table 31.

Table 31. The average data of response based on instrument item of the student satisfaction on finance management, facilities, and infrastructure

Instrument items	Maximal Score	Average Score
1	4	3.06
2	4	3.13
3	4	3.10
4	4	3.17
5	4	3.16
6	4	3.08

Total	24	18.69
Percentage (%)	<b>77.88 %</b>	

The percentage of 77.88% indicates that the partner is **satisfied** with the finance management, facilities, and infrastructure in the Faculty of Engineering environment.

#### **P. Instruments and Results of The Student Satisfaction on Educational Process Survey**

The instrument of the student satisfaction on educational process consists of 19 question items. The items of the instrument survey can be shown in Table 32.

Table 32. The instrument of the student satisfaction on the educational process

No	Instrument
<b>A</b>	<b>Learning</b>
1	Approach/learning method
2	Monitoring and evaluation of the implementation of the learning process
3	Assessment of student learning processes and outcomes by lecturers
<b>B</b>	<b>Academic Situation</b>
4	Academic activities outside of learning activities
5	Seminars/other scientific activities organized by faculties/departments monthly
6	Seminars/other scientific activities organized by faculties/departments regularly every six months
7	Social work and the like
8	The ability of lecturers in providing services to students
9	The ability of education staff in providing services to students
10	The ability of faculty/study management in providing services to students
11	The willingness of the lecturers to help students quickly
12	The willingness of the education staff to help students quickly
13	The willingness of the manager of the faculty/study program to help students quickly

14	The ability of lecturers to convince students that the services provided are following the provisions
15	The ability of education staff to convince students that the services provided are following the provisions
16	The ability of the manager to convince students that the services provided are following the provisions
17	The concern of lecturers to pay attention to students
18	Concern for education staff to pay attention to students
19	Management concerns to pay attention to students

This survey involves 916 user partner respondents. Moreover, the answer of response is visualized in Fig. 16.

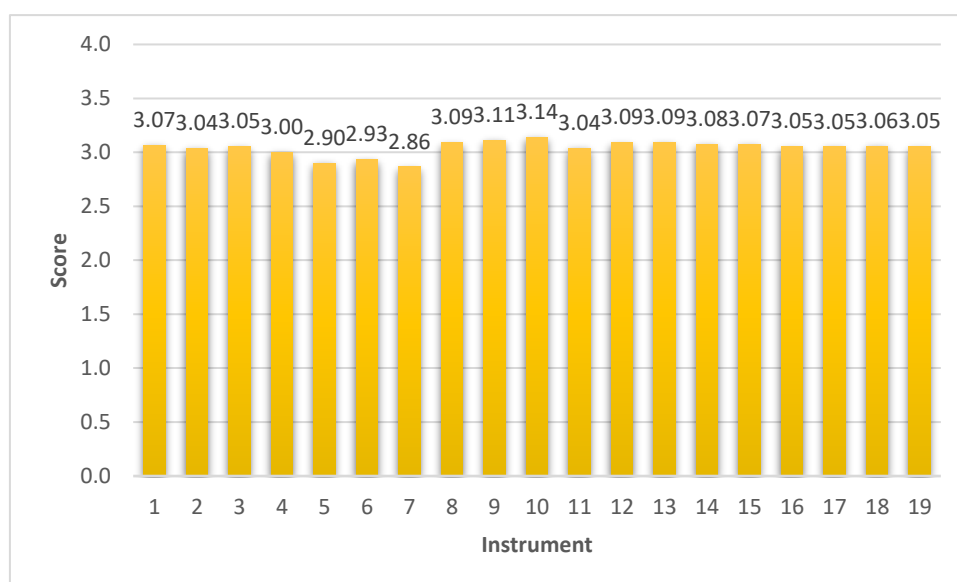


Fig. 16 The results of the student satisfaction on educational process survey

The response satisfaction is measured using the rating scale method based on data in Fig. 16. The result of the measurement is shown in Table 32.

Instrument items	Maximal Score	Average Score
1	4	3.00
2	4	3.16
3	4	3.08
4	4	2.92
5	4	2.80

6	4	3.00
7	4	2.76
8	4	3.12
9	4	3.16
10	4	3.24
11	4	3.12
12	4	3.16
13	4	3.12
14	4	3.08
15	4	3.00
16	4	3.04
17	4	3.20
18	4	3.08
19	4	3.16
Total	76	58.20
Percentage (%)	<b>76.58%</b>	

The percentage of 76.58% indicates that the partner is **satisfied** with the educational process by the Faculty of Engineering.

### **Q. Discussion**

Based on the data, the criteria for satisfaction of lecturers, students, education staff, and graduate users towards several services are already in the very satisfied category. However, there is some student satisfaction with student services which are in the satisfied category.

Services that can be further improved for each survey item are as follows:

1. Lecturer satisfaction on HR management
  - a. Availability of assoc. Professor and Professor lecture in study program level
2. Lecturer satisfaction on the education process
  - a. Curriculum evaluation and updating
  - b. Academic activities outside of learning activities
3. Student satisfaction on student service
  - a. Career guidance service
  - b. Counselling guidance service
  - c. Scholarship service
4. Student satisfaction on finance management, facilities, and infrastructure
  - a. Adequacy of the lab. tools
5. Student satisfaction on an education process

- a. Learning process
- 6. Academic community satisfaction on finance management and facilities
  - a. Use of funds for the development of human resources, facilities, and infrastructure
  - b. Availability and ease of access to infrastructure for people with special needs
- 7. Education staff satisfaction on human resource management
  - a. Lack of education staff

## **R. Recommendation**

1. The services of the Faculty of Engineering of UNY to lecturers, students, education staff, and users have been categorized as very satisfactory. Several service items can be further improved so that the quality of service can be further improved.
2. According to the findings discussed, the priority of services that can be improved refers to the instrument items from each survey.